



Service Bulletin

Bulletin No.: 16-NA-244

Date: November, 2020

INFORMATION

Subject: Information on Diesel Exhaust Fluid (DEF)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze	2014	2015			Diesel (RPO L5P, LML, LGH, LUZ, LWN, LH7)	
	Cruze (GEN II VIN B)	2017	2019				
	Colorado	2016	2021				
	Express	2010	2021				
	Silverado	2011	2018				
	Silverado 2500/3500	2019	2021				
GMC	Canyon	2016	2021				
	Savana	2010	2021				
	Sierra	2011	2018				
	Sierra 2500/3500	2019	2021				

Involved Region or Country	North America, Europe, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Argentina (Mercosur), Brazil (Mercosur), Bolivia (West), Chile (West), Colombia (West), Ecuador (West), Paraguay (West), Peru (West), Uruguay (West), Venezuela (West), Japan, Cadillac Korea (South Korea), GM Korea Company, China - SGM, Taiwan, Thailand (ASEAN), Singapore, Philippines, Australia/New Zealand, Egypt, Other Africa, South Africa
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General Information

Note: DEF usage will vary depending on: driving style, trailer towing, loaded vehicle weight, weather, idle time, PTO usage.

On vehicles without a DEF Gauge, As a general rule, when the DIC shows a DEF level of anything except OK, you can add at least 2.5 gallons (9.5L). The amount to add to top off will vary.

Diesel Exhaust Fluid (DEF) is required to maintain normal vehicle operation and emissions compliance. When filling the DEF tank, there may be a short delay before detecting the increased level of fluid and updating the Driver Information Center (DIC).

Diesel Exhaust Fluid (DEF) has a shelf life of 2 years. However, this can be reduced if the fluid is exposed to direct sunlight or above 30°C (86°F) for sustained periods. All DEF packaging should be labeled with a production date.

The Driver Information Center (DIC) will display a series of messages regarding the amount of DEF that is available. When mileage countdown is zero, the vehicle speed is reduced. Refer to Owners Manual.

Cold Weather Operation Information

DEF freezes when exposed to temperatures below -11°C (12°F). In cold conditions it is normal for DEF to freeze. The tank and delivery lines are heated to thaw frozen DEF. When filling the tank in cold conditions, the vehicle may not recognize the new level until the tank thaws. In certain cold conditions, it is possible to find some frozen DEF in the DEF fill pipe opening. If you are expecting to be in extremely cold areas, it is recommended to fill the tank prior to cold temperature exposure.

Version	4
Modified	Released August 01, 2016 Revised December 20, 2016 – Updated the Model years and added the Chevrolet Cruze, Colorado and GMC Canyon models. Revised September 05, 2017 - Updated Model Years. Revised October 29, 2020 - Updated Model Years.

